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<b>APPLICANTS</b> Eric Owhadi, Tomball, TX; Rajpal Gill, Rocklin, CA;				
<b>** CONTINUING DATA *****</b>				
<b>** FOREIGN APPLICATIONS *****</b> EUROPEAN PATENT OFFICE (EPO) 02354124.6 08/30/2002 <span style="float: right;">Yes    rr</span>				
<b>IF REQUIRED, FOREIGN FILING LICENSE GRANTED</b> <b>** 11/21/2003</b>				
Foreign Priority claimed <input checked="" type="checkbox"/> yes <input type="checkbox"/> no 35 USC 119 (a-d) conditions met <input checked="" type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after Allowance Verified and Acknowledged <span style="float: right;">[Signature] [Initials]</span> Examiner's Signature		<b>STATE OR COUNTRY</b> TX	<b>SHEETS DRAWING</b> 4	<b>TOTAL CLAIMS</b> 20
			<b>INDEPENDENT CLAIMS</b> 5	
<b>ADDRESS</b> HEWLETT-PACKARD COMPANY Intellectual Property Administration P.O. Box 272400 Fort Collins, CO80527-2400				
<b>TITLE</b> Technical support systems and methods for use in providing technical support				
<b>FILING FEE RECEIVED</b> 1072	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees ( Filing ) <input type="checkbox"/> 1.17 Fees ( Processing Ext. of time ) <input type="checkbox"/> 1.18 Fees ( Issue ) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit	